

Based on Form PTO-1449 (3/90) LIST OF REFERENCES CITED BY APPLICANT (Use several sheets if necessary) MAR 12 2002 O I P E SC34 Sheet 1 of 1			ATTY. DOCKET NO. 84,355-003		SERIAL NO. 10/047,866	
			APPLICANT Schumacher		RECEIVED	
			FILING DATE 01/15/2002		MAR 15 2002	
			U. S. PATENT DOCUMENTS Technology Center 2100		GROUP 2175	
EXAMINER	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF
bmw	AA 5,630,125	05/13/97	Zellweger	707	814 103	
bmw	AB 5,905,988	05/18/99	Schwartz	707	104	
bmw	AC 5,958,012	09/28/99	Battat et al.	709	224	
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bmw	AH 6,175/832	01/16/01	Luzzi et al.	707	10	
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FOREIGN PATENT DOCUMENTS						
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
	AL					
	AM					
	AN					
	AO					
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OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)						
	AR	Support Aide Brochure, Lakeside Software, Inc. 2000				
	AS	Microsoft Systems Management Server 2.0 Data Sheet, Microsoft Corporation, September 10, 1999.				
	AT	Introduction to Windows 2000 Management Services, Microsoft Corporation, 2000				
EXAMINER	Sylvie M. Ostin		DATE CONSIDERED	4/28/04		
* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.						